1. **Identify challenges with providing patrons career, training, and employment resources.**

|  |
| --- |
| Top 3 Challenges |
|  |
|  |
|  |

1. **Become familiar with the tools and resources that can help you when challenges occur.**

Hints:

* 1. Look at the wheel on the back of this page.
	2. Review the user guides.
	3. Review the Librarian’s Guide.
1. **Develop your 3-step strategy for helping your patrons to self-help.**

|  |
| --- |
| 3-Step Strategy |
|  |
|  |
|  |

**Use the wheel to identify areas where you can develop strategies to guide patrons to the resources and tools they need to self-help.**





**Explore Careers**

**Updates & Help**

www2.illinoisworknet.com



**Training & Credentials**

**Network & Connect**

**Job Openings**

**Qualify for Jobs**



**Next Steps:**

1. Use your 3-step strategies to assist patrons.
2. Evaluate your success and modify as needed.
3. Build upon the steps to help people advance to the next set of steps.
4. Provide feedback so we can help you and your patrons.
* What additional article topics are needed to better assist your patrons?
* What additional user guides are needed to better assist your patrons?



**For those who like to take it to the next level:**

Become familiar with partner resources. Learn about adding local information to assist those in your community. For example,

* Add events to the event calendar.
* Add local support service locations/resources as referrals to the service finder.
* Use the widgets to add these and more to your website.

